



user guide

User Guide for MARBL

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4,901,307	5,056,109	5,101,501	5,109,390	5,228,054
5,267,261	5,267,262	5,337,338	5,414,796	5,416,797
5,490,165	5,504,773	5,506,865	5,511,073	5,535,239
5,544,196	5,568,483	5,600,754	5,657,420	5,659,569
5,710,784	5,778,338			

Other patents pending.

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FCC Notice

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. To maintain compliance with FCC RF exposure guidelines, if you wear a headset on your body, use the Kyocera Wireless Corp. (KWC) approved universal pouch (CV90-61345-03) or case (CV90-M2834-01).

Other accessories used with this device for body-worn operations must not contain any metallic components and must provide at least 22.5 mm separation distance including the antenna and the user's body.

THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.* Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the

phone while operating can be well below the maximum value.

This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. The body-worn SAR values were obtained by using Kyocera Wireless Corp. [KWC] supplied and approved universal pouch CV90-61344-02.

Body-worn measurements differ among phone models, depending upon availability of accessories and FCC requirements. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section at <http://www.fcc.gov/oet/fccid> after searching on the FCC ID: OVFKWC-K27.

Additional information on SAR can be found on the Cellular Telecommunications and Internet Association (CTIA) web-site at <http://www.wow-com.com>.

* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

Caution

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and user's authority to operate the equipment.

Optimize your phone's performance

Use the guidelines on <Blue>page 6 to learn how to optimize the performance and life of your phone and battery.

Air bags

If you have an air bag, DO NOT place installed or portable phone equipment or other objects over the air bag or in the air bag deployment area. If equipment is not properly installed, you and your passengers risk serious injury.

Medical devices

Pacemakers—Warning to pacemaker wearers: Wireless phones, when in the 'on' position, have been shown to interfere with pacemakers. The phone should be kept at least six (6) inches away from the pacemaker to reduce risk.

The Health Industry Manufacturers Association and the wireless technology research community recommend that you follow these guidelines to minimize the potential for interference.

- Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.
- Do not carry your phone near your heart.
- Use the ear opposite the pacemaker.
- If you have any reason to suspect that interference is taking place, turn off your phone immediately.

Hearing aids—Some digital wireless phones may interfere with hearing aids. In the event of such interference, you may want to consult Virgin Mobile or call the customer service line to discuss alternatives.

Other medical devices—If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from

external RF energy. Your physician may be able to help you obtain this information.

In health care facilities—Turn your phone off in health care facilities when instructed. Hospitals and health care facilities may be using equipment that is sensitive to external RF energy.

Potentially unsafe areas

Posted facilities—Turn your phone off in any facility when posted notices require you to do so.

Aircraft—FCC regulations prohibit using your phone on a plane that is in the air. Turn your phone off before boarding aircraft.

Vehicles—RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your auto manufacturer may be able to help you obtain this information.

Blasting areas—Turn off your phone where blasting is in progress. Observe restrictions, and follow any regulations or rules.

Potentially explosive atmospheres—Turn off your phone when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include:

- fueling areas such as gas stations
- below deck on boats
- transfer or storage facilities for fuel or chemicals
- vehicles using liquefied petroleum gas, such as propane or butane
- areas where the air contains chemicals or particles such as grain, dust, or metal powders
- any other area where you would normally be advised to turn off your vehicle engine

Use with care

Use only in normal position (to ear). Avoid dropping, hitting, bending, or sitting on the phone.

Keep phone dry

If the phone gets wet, turn the power off immediately and contact your dealer. Water damage may not be covered under warranty.

Resetting the phone

If the screen seems frozen and the keypad does not respond to keypresses, reset the phone by completing the following steps:

1. Remove the battery door.
2. Remove and replace the battery.

If the problem persists, return the phone to the dealer for service.

Accessories

Use only Kyocera-approved accessories with Kyocera phones. Use of any unauthorized accessories may be dangerous and will invalidate the phone warranty if said accessories cause damage or a defect to the phone.

Radio Frequency (RF) energy

Your telephone is a radio transmitter and receiver. When it is on, it receives and sends out RF energy. Virgin Mobile's network controls the power of the RF signal. This power level can range from 0.006 to 0.6 watts.

In August 1996, the U.S. Federal Communications Commission (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. These guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies in the following reports:

- ANSI C95.1
(American National Standards Institute, 1992)
- NCRP Report 86
(National Council on Radiation Protection and Measurements, 1986)

- ICNIRP (International Commission on Non-Ionizing Radiation Protection, 1996)

Your phone complies with the standards set by these reports and the FCC guidelines.

E911 mandates

Where service is available, this handset complies with the Phase I and Phase II E911 Mandates issued by the FCC.

Hearing-Aid Compatibility (HAC) Features of this Phone

This Virgin Mobile phone has been certified as receiving an M4 rating for hearing aid-compatibility performance. While there is no guarantee, digital wireless phones that receive a minimum of an M3 rating should provide acceptable performance with most hearing aids. Hearing loss and hearing aids are highly individualized, however, so optimal performance cannot be guaranteed. Other factors, such as type of hearing aid device or degree of hearing loss, also can affect a phone's performance for a particular user.

Hearing Aids and Wireless Phones

A hearing aid uses a microphone to collect and convert sound waves to electrical signals. The hearing aid then amplifies and converts the electrical signals back to audible sounds for the hearing aid user to hear. Radiofrequency (RF) emissions generated by digital wireless phones often interfere with the operation of a hearing aid's microphone, distorting the amplified audible sound. In addition, hearing aid microphones tend to collect ambient noise and amplify these sounds, interfering with the desired audio transmission.

ANSI Standard

To diminish interference between wireless phones and hearing aids, the FCC requires wireless carriers to offer phones that meet the American National Standards Institute (ANSI) C63.19 standard for reduced RF emissions. Wireless phones that comply with the FCC's hearing aid-compatibility (HAC)

regulations must receive a minimum rating of "M3" for RF emissions under the ANSI C63.19 standard. The "M" rating refers to the phone's RF emissions level for use with hearing aids operating in the microphone setting. The higher the phone's "M" rating, the more likely the phone is compatible with a hearing aid operating in the microphone setting. Hearing aids also have ratings similar to wireless phones. Most newer hearing aid models receive at least an M2 rating.

To determine the level of compatibility between your hearing aid and this Virgin Mobile HAC-certified phone, combine the M rating of your hearing aid and the M4 rating of this phone. For example, if you pair an M3 hearing aid with this M4 phone, you will achieve a combined rating of 7.

- Any combined rating equal to or greater than 6 provides excellent performance.
- Any combined rating equal to 5 offers good performance.
- Any combined rating equal to 4 offers acceptable performance.

T-Ratings— Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you choose the proper rating for your mobile phone. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

Please visit our website www.virginmobileusa.com if you have any additional questions about hearing aid-compatibility.

Battery and charger specifications

Travel Charger	Input	Output
CE90-R2231-01	100-240 VAC / 50/60 Hz	4.5 V 1.2 A
CV90-G2588-01	120 VAC / 60Hz	5.2 V 400 mA
CV90-G2589-01	85-264 VAC / 50/60 Hz	4.5 V 1.2 A
Vehicle Charger	Input	Output
CV90-G2959-01	100-240 VAC / 50 / 60 Hz	4.5 V 1.2 A
CV90-K0278-01	120 VAC / 60Hz	5.2 V 400 mA
Standard Battery CV90-N3344-04, 3.7V / 850mAh		

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Visit us at www.kyocera-wireless.com
To purchase accessories, visit
www.kyocera-wireless.com/store

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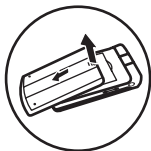
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1 GETTING STARTED

Finding your phone's serial number

To activate your Virgin Mobile account, you need your phone's serial number. To locate the number:

1. Make sure your phone is turned off.
2. Hold the phone face down.
3. Holding the phone face down, press down with your thumb on the battery cover and slide it off.
4. If necessary, remove the battery by pulling back on the top edge of the battery.
5. Your phone's serial number (the ESN) is located just below the first barcode inside the phone, next to the letter "D." It is an 11-digit number.
6. Write down the ESN.
7. Replace the battery (see ["Installing the battery" on this page](#)).



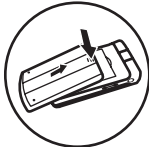
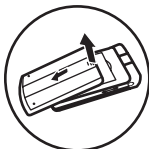
Installing the battery

Your phone comes with a removable lithium ion (Lilon) battery. **Fully charge the battery before using the phone.**

To install the battery:

1. Hold the phone face down.
2. Holding the phone face down, press down with your thumb on the battery cover and slide it off.
3. Place the battery in the phone casing with the metal contacts toward the bottom of the phone.
4. Slide the battery cover on and snap it into place.

Note: Before you remove the battery, make sure the phone is powered off.

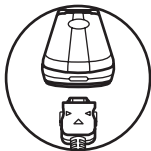


Charging the battery

You must have at least a partial charge in the battery to make or receive calls.

To charge the battery:

1. Connect the AC adapter to the jack on the bottom of the phone.
2. Plug the adapter into a wall outlet.



The battery icon in the upper-right corner of the screen tells you whether the phone is:

- Charging (the icon is animated)
- Partially charged 
- Fully charged 

Note: The battery will not charge if you use the phone, even when it is connected to an AC adapter.

Activating your Virgin Mobile account

Before you can start talking, messaging, or downloading, you need to activate service with Virgin Mobile. You need your phone's ESN to activate your Virgin Mobile account (see [“Finding your phone's serial number” on page 1](#)).

Activate your account online by going to www.virginmobileusa.com and clicking on **Activate**. Or call Virgin Mobile At Your Service at 1-888-322-1122.

Programming your phone

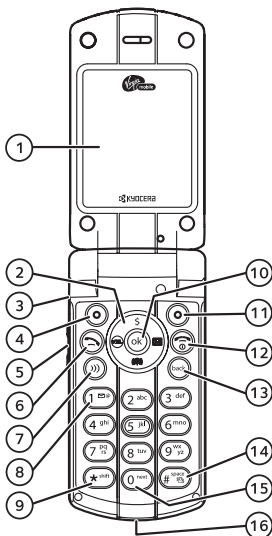
Once your account is activated, you will receive **MDN** (your new Virgin Mobile phone number) and **MSID** (your network ID) numbers. These are used to program your phone. When you are ready, follow these steps to program your phone:

1. Turn on your phone.
2. Dial **##VIRGIN** (##847446). Press the left option button  to select **Service**.
3. Highlight **Edit** and press .
4. The prompt “Edit MDN - enter ten digits...” is displayed. If any numbers appear on this screen, press  to clear the screen.
5. Enter the 10-digit MDN number.
6. Press the left option button  to select **OK**.
7. The prompt “Edit MSID - enter ten digits...” is displayed. If any numbers appear on this screen, press  to clear the screen.
8. Enter the 10-digit MSID/Network ID number. Drop any zeros at the beginning and enter only the last 10-digits.
9. Press the left option button  to select **Done**.
10. A message saying your programming is complete is displayed. The phone turns off and then on by itself.

That's it—you are done! Nice work. It might take a couple of hours to get you set up on our network, but we will send a text message to your phone to let you know you can start talking. Also, it may take up to 4 hours for VirginXL, voicemail, and Top-Up features to come online.

Getting to know your phone

- ① **Main screen.**
- ② **Navigation key** scrolls through lists and text entry field and accesses shortcuts from the main screen.
- ③ **Jack** for hands-free headset and data cable (sold separately) .
- ④ **Left option button** accesses menus and functions.
- ⑤ **Volume key** to raise or lower speaker volume.
- ⑥ **Send/Talk key** starts or answers calls. Press once to activate voice dialing, twice to display the Recent Calls list, and three times to redial the last dialed number.
- ⑦ **Speakerphone key** activates the speakerphone and answers incoming calls.
- ⑧ **Keypad** for entering numbers, letters, or symbols.
- ⑨ *** Shift key** changes the text mode in text entry.
- ⑩ **OK key** selects a menu item or option.
- ⑪ **Right option button** accesses the Contacts directory and other menu options.
- ⑫ **End/Power key** turns the phone on and off, ends a call, and returns you to the main screen from other menus.
- ⑬ **Back key** erases characters in text entry and returns to the previous screen.
- ⑭ **# Space key** enters a space during text entry. Activates Vibrate mode.
- ⑮ **0 Next key** cycles through word choices during text entry.
- ⑯ **Jack for AC adapter** (included) .



 **Warning:** Inserting an accessory into the incorrect jack will damage the phone.

Understanding screen icons

These icons may appear on your phone's home screen.



The phone is operating in IS95 digital mode.



The phone is receiving a signal. You can make and receive calls. Fewer bars indicate a weaker signal.



A call is in progress.



The phone is not receiving a signal. You cannot make or receive calls.



You have a voice message.



The phone is at the main screen. To access **Menu**, press the left option button



The phone is at the main screen. To access **Contacts**, press the right option button



The phone is set to vibrate or to vibrate and then ring.



Position location is set to Virgin Mobile and to emergency services.



Position location is set to emergency services only.



Speakerphone is on.



Auto-Answer is on.



The data link is active.



Data is being sent.



Data is being received.



The data link is on, but no data is being transmitted.



You have a text message.



You have a voice and text message.



The battery is fully charged. The more black bars, the greater the charge.



The alarm clock is set.



The phone is in privacy mode or is accessing a secure Web site.

Using menus

The contents of the main menu are as follows:

My Account

Messaging

Send text msg

Voicemail

Inbox

Virgin Alerts

Outbox

Saved

Drafts

Erase msgs

Msg settings

VirginXL

My stuff

My ringtones

My games

My graphics

My sounds

Contacts

View all

Add new

Find name

Groups

Speed dial list

Voice dial list

Information

Recent calls

All calls

Incoming calls

Outgoing calls

Missed calls

Erase call lists

Recent calls timer

All calls timer

Tools

Voice memo

Scheduler

Alarm clock

Tip calculator

Calculator

Timer

Stopwatch

Settings

Sounds

Display

Convenience

Call options

Messaging

Security

Network

Accessories

Phone info

Navigating through menus

- Press left option button  to select **Menu**.
- Press  left, right, up, or down to view menus and options.
- Press  to select a menu item.
- Press  to back up a menu level.
- Press  to return to the main screen.

In this guide, an arrow → tells you to select an option from a menu. For example, **Menu** → **Settings** means select **Menu** then select the **Settings** option.

Note: To change the way the menus appear, see [“Choosing a menu style” on page 37](#).

Performing basic functions

Turn the phone on and off: Press and hold  until the phone beeps or plays a tone.

Make a call: Enter the number and press .

End a call: Press .

Answer a call: Open the flip and press .

Access voicemail: Press and hold  and follow the system prompts.

Verify your phone number: Select **Menu** → **Settings** → **Phone info** → **Build info**.

Silence the ringtone on an incoming call:

- Press  then  to answer.
-or-
- Press the side volume key  down then  to answer.
-or-
- Press .
- or-
- Press the left option button  to select **Silence**.

Access your Balance: Press  up.

Access Recent Calls: Press  down.

Access VirginXL: Press  left.

Access Text Messaging: Press  right.

Caring for the battery

General safety guidelines

- Do not take apart, puncture, or short-circuit the battery.
- If you have not used the battery for more than a month, recharge it before using your phone.
- Avoid exposing the battery to extreme temperatures, direct sunlight, or high humidity.
- Never dispose of any battery in or near a fire. It could explode.

Common causes of battery drain

- Playing games.
- Keeping backlighting on.
- Operating in digital mode when far away from a base station or cell site.
- Using data cables or accessories.
- Operating when no service is available, or service is available intermittently.
- High earpiece and ringtone volume settings.
- Repeating sound, vibration, or lighted alerts.

Recharging the battery

You can safely recharge the battery at any time, even if it has a partial charge.

2 MAKING AND ANSWERING CALLS

Making a call

Make sure you are in an area where a signal can be received. Look for the  symbol on the main screen. The more bars you see in this symbol, the stronger the signal. If there are no bars, move to where the signal strength is better.

Normal dialing

1. Open the flip.
2. Enter the phone number and press .
3. To end the call, press  or close the flip.

Voice dialing

Voice dialing requires that a contact be saved with a voice tag. See [“Creating a voice tag for a contact” on page 46](#).

1. Open the flip.
2. Press  to initiate voice dialing.
3. Say the name of the contact when prompted.
The phone places the call.
4. Press  or close the flip to end the call.

Answering a call

When a call comes in, the phone rings or vibrates, and an icon appears on the main screen. The phone number of the caller also appears if it is not restricted. If the number is stored in your Contacts directory, the contact name appears.

- Press  to answer the incoming call.
-or-
- Press  to answer the incoming call and turn on the speakerphone.

Answering calls using the flip

You can set the phone to answer immediately when you open the flip.

- Select **Menu** → **Settings** → **Convenience** → **Open to answer** → **Enabled**.
 - Select **Disabled** to have the phone continue ringing when you open the flip.

Answering calls using “Any key”

You can set the phone to answer calls when you press any key on the keypad except , , or .

- Select **Menu** → **Settings** → **Convenience** → **Any key** → **Any key answer**.

Note: You cannot use **Any key answer** and **Any key mute** at the same time (see [“Silencing a call using “Any Key”” on page 8](#)).

Adjusting the volume during a call

- To adjust the earpiece volume during a call, press  up or down.

Silencing an incoming call

- Press , ,  down, or the left option button  (**Silence**).

Note: In the absence of voicemail, this feature drops the call.

You can then press  to answer the call.

Note: This action silences the current call only. The next call will ring as normal.

Silencing a call using “Any Key”

You can set the phone to mute the ringtone on incoming calls by pressing any key except  or .

- Select **Menu** → **Settings** → **Convenience** → **Any key** → **Any key mute**.

Note: You cannot use **Any key mute** and **Any key answer** at the same time (see “[Answering calls using “Any key”](#)” on page 7).

Redialing a number

- To redial a recent call, press  twice to open your Recent calls list. Highlight a phone number or name and press .

Tip: To redial the last number called, received, or missed, press  three times.

Calling a saved number

If you have already saved a phone number, you can use the Contacts list to find it quickly.

- From the main screen, press the right option button  to select **Contacts**.
- Scroll down the list to find the contact you want to call.
- Highlight the name and press  to dial the number.

Using the speakerphone

Your phone has a built-in speakerphone.

- To turn on the speakerphone, open the flip and press . If you press  during an incoming call alert, you answer the call.

The  icon at the top of the phone screen indicates that the speakerphone is on.

- To turn off the speakerphone, press  again.

Setting the phone to hold calls

The Hold Call feature allows you to place incoming calls on hold until you are ready to answer them.

Note: This feature will not work if “Open to Answer” is enabled. See “[Answering calls using the flip](#)” on page 7.

- Select **Menu** → **Settings** → **Convenience** → **Hold call** → **Enabled**.

- If you have not recorded a hold message, you will be prompted to record one, such as “Please hold. I’ll answer in a minute.”
2. Record the message twice, as prompted.
 3. Select **Save** or **Options (Play, Re-Record, or Exit)**.

The next time a call comes in, you will have the option of placing it on hold.

Placing a call on hold

You can place a call on hold once you have enabled this feature.

Note: If you are already on a call and you receive another call, you cannot place the incoming call on hold. It will go to voicemail.

1. When a call comes in, press the right option button  to select **Options** → **Hold call**. The caller will be placed on hold and will hear your recorded hold message.

Note: You can also press the left option button  to select **Ignore**.

2. To speak to the caller, select **Answer**.
-or-
To hang up without speaking to the caller, select **End Call**.

Changing the hold message

1. Select **Menu** → **Settings** → **Convenience** → **Hold call** → **Re-Record msg** and follow the prompts.
2. Record the message twice.
3. Select **Save** or **Options (Play, Re-Record, or Exit)**.

Dealing with missed calls

When you have missed a call, “Missed Call” appears on your screen unless the caller leaves a voicemail.

- To clear the screen, press the left option button  to select **OK**.
- To view details of the call, press the right option button  to select **Calls** then press .
- To return the call, press the right option button  to select **Calls** then press .

Setting missed call alerts

You can set an alert to beep every five minutes after you have missed a call.

1. Select **Menu** → **Settings** → **Sounds** → **Alerts** → **Missed call alert**.
2. Press  to select an option:
 - **Vibrate, Beep, Freeway, Game, Bloop, Winner, Zilofon** sets the phone to alert you once when a new message is received.

- **Vibrate & remind, Beep & remind, Fwy & remind, Game & remind, Bloop & remind, Winner & remind, Zilofon & remind** sets the phone to notify you once when a new message is received and then notify you again every five minutes. To stop a reminder alert, press  to select **Ignore**.
- **Disabled** turns off message alerts.

Viewing recent call details

Details on the last 60 calls you made, received, or missed are stored in the Recent calls list and are identified by the following icons:

-  Outgoing call
-  Incoming call
-  Missed call (flashing)

Viewing recent calls

1. Press  down, or select **Menu** → **Recent calls**.
2. Select a list—**All calls, Incoming calls, Outgoing calls**, or **Missed calls**—and press .
3. Select a recent call item and press  to display its details.

4. Press the left option button  to **Save** the phone number to the Contacts list.

-or-

If the number is already saved in the Contacts list, press the left option button  to **View** the contact.

-or-

Press the right option button  to select **Options**:

- **Send text msg** sends a text message to the contact.
- **Erase record** erases the selected call record.

Note: If the phone number has been classified as “secret,” you must enter your four-digit lock code to view or edit it. For information on the lock code, see [“Changing your lock code” on page 39](#). To classify a phone number as secret, see [“Creating a new contact” on page 18](#).

Calling recent calls

1. Press  down or select **Menu** → **Recent calls**.
2. Select a list—**All calls, Incoming calls, Outgoing calls**, or **Missed calls**—and press .
3. Highlight the number you want to call and press .

Erasing recent calls

1. Press  down or select **Menu** → **Recent calls**.
2. Select **Erase call lists** and press .
3. Select an option: **All calls**, **Incoming calls**, **Outgoing calls**, or **Missed calls**.
4. Press the left option button  to select **Yes**.

Speed dialing

Before you can use speed dialing, you must save a phone number as a contact and assign a speed dial location to it.

- To add a speed dial location to a saved or new contact, see [“Customizing a phone number” on page 20](#).

Using speed dialing

To call a contact that has a speed dial location:

- From the main screen, enter the one- or two-digit speed dialing location and press .

1-Touch dialing

1-Touch dialing is the fastest way to speed dial a contact that has a speed dial location.

Note: You must (1) enable 1-Touch dialing on your phone and (2) have a speed dial location assigned to a contact. See [“Speed dialing” on page 11](#).

Enabling 1-Touch dialing

- Select **Menu** → **Settings** → **Convenience** → **1-Touch dialing** → **Enabled**.

Using 1-Touch dialing

To call a contact that has a speed dial location:

- From the main screen, press and hold the speed dialing number. If it is a two-digit number, press the first digit briefly, then press and hold the second digit. For example, if the speed dialing location is 15, press  briefly, then press and hold .

Setting up voicemail

Before your phone can receive voicemail messages, you must set up a 4–10 digit passcode and record a personal greeting. When you have set up your voicemail, all unanswered calls to your phone are automatically transferred to voicemail, even if your phone is in use or turned off.

1. From the main screen, press and hold  to dial into your voicemail.
2. Follow the system prompts to record a greeting and complete the system setup.

Note: If you are having trouble accessing your voicemail, contact Virgin Mobile.

Checking voicemail messages

When a voice message is received, your screen displays “New Messages” along with the  symbol at the top of your screen. The symbol flashes if the message is urgent.

If you see “New Messages”

1. Press the left option button  to select **Call**, which initiates a call to your voicemail number.
2. Follow the prompts to retrieve the message.

To clear the screen without checking messages:

- Press the right option button  to select **Ignore**.

If you see only the symbol

1. Press and hold  to initiate a call to your voicemail number.
2. Follow the prompts to retrieve the message.

Tip: You can set the phone to beep or vibrate every five minutes to remind you that you have voicemail. See “[Setting message alerts](#)” on [page 36](#).

Calling emergency services

Note: Regardless of your 3-digit emergency code (911, 111, 999, 000, etc.), your phone operates as described below.

- Dial your 3-digit emergency code and press .

You can call the code even if your phone is locked or your account is restricted. When you call, your phone enters **Emergency mode**. This enables the emergency service exclusive access to your phone to call you back, if necessary. To make or receive regular calls after dialing the code, you must exit this mode.

To exit Emergency mode

When you have completed the emergency call:

1. Press the left option button  to select **Exit**.
2. Press the left option button  again to confirm your choice.

Note: To determine who has access to your location, see “[Network settings](#)” on [page 40](#).

Tracking calls

You can track the number and duration of calls made and received on your phone.

1. Select **Menu** → **Recent calls**.
2. Select a timer:
 - **Recent calls timer** tracks all calls you have made and received since you last reset this timer. To reset this timer to zero, press the right option button  to select **Reset**.
 - **All calls timer** tracks all calls you have made and received. This timer cannot be reset.

Timing your calls

You can set your phone to beep 10 seconds before each minute passes when you are on a call.

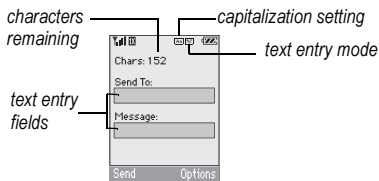
- Select **Menu** → **Settings** → **Sounds** → **Minute alert** → **Enabled**.

3 ENTERING LETTERS, NUMBERS, AND SYMBOLS

You can enter letters, numbers, and symbols in contacts, text messages, and your banner.

Understanding text entry screens

The current text entry mode (and capitalization setting, when applicable) are indicated by icons.



Text entry modes

There are five text entry modes:

- 123 Numbers only
- aBc Normal alpha
- eZi Rapid Entry
- &?! Add Symbol
- ☺ Add Smiley

Note: The mode you start in depends on the task you are doing. For example, when entering a phone number, you're in number mode. When entering a name for a contact, you're in normal text mode. See [“Changing modes” on page 15](#).

123 Entering numbers

- To enter a number while in 123 mode, press a number key once.
- To enter a number while in aBc or eZi mode, press and hold a number key until the number appears on the screen.

aBc Entering words letter by letter

1. Press a key once for the first letter, twice for the second letter, and so on.
2. Wait for the cursor to move right and enter the next letter.

Note: To enter a space, press .

eZi Entering words quickly

When you press a series of keys using eZi mode, eZi checks its dictionary of common words and guesses at the word you are trying to spell.

1. For each letter of the word you want, press the key once. For example, to enter the word “any” press  →  → .
2. If the word doesn't match what you want, press  to look at other word matches.
3. When you see the word you want, press  left.

&?! Entering symbols

While entering text in a_bC mode, you can enter symbols by pressing  until you see the symbol you want. Using this method, you have access to the following symbols:

. @ ? ! - , & : ' 1

To access the full set of symbols:

1. From the text entry screen, select **Options**.
2. Select &?! **Add Symbol**.
3. Press  down to view the list of symbols.
4. Press the number key corresponding to the symbol you want.

😊 Entering smileys

1. From the text entry screen, select **Options**.
2. Select 😊 **Add Smiley**.
3. Press  down to view the list of smileys.
4. Press the number key corresponding to the smiley you want.

Switching default text entry modes

You can change the default text entry mode when creating a text message. This setting applies only to the message body screen, not the “To” screen.

1. Select **Menu** → **Messaging** → **Msg settings** → **Text entry**.
2. Select **Normal alpha** or **Rapid mode**.

Changing modes

Sometimes you need to change modes. For example, to enter numbers in an email address while in a_bC mode, you must change to 123 mode, enter the numbers, and then change back to a_bC mode to complete the address.

To change text entry modes:

- Press and hold  until the icon for the mode you want appears.
-or-
- Select **Options** then select a different mode.

Capitalization settings

You can change capitalization at any time while entering text. Simply press  to choose upper case, lower case or sentence case while in a_bC Normal alpha mode or eZj Rapid mode. Or you can select **Options** → **Case Change** and press .

Quick reference to text entry

This table gives general instructions for entering letters, numbers, and symbols.

To...	Do this...
Enter a letter	Use a _b c mode and press a key until you see the letter you want. For more information, see page 14 .
Enter a number	Use 1 ₂ 3 mode and press a key once to enter its number. For more options, see page 14 .
Enter a symbol	In a _b c mode, press  until you find the symbol you want. See page 15 .
Enter a smiley	Use  mode and press a key once to enter its number. For more options, see page 15 .
Enter a space	Press  .
Erase a character	Press  .
Erase all characters	Press and hold  .
Move the cursor right or left	Press  right or left.
Move the cursor up or down	Press  up or down.
Change text entry modes	Press and hold  .
Enter capital letters	In a _b c or eZi mode, press  until A is displayed.
Enter lower case letters	In a _b c or eZi mode, press  until a is displayed.
Enter a word with initial capital	In a _b c or eZi mode, press  until Aa is displayed.
Select soft options on the screen	Press the right  or left  option button.

4 STORING CONTACTS

Use your phone's Contacts directory to store information about a person or company. Each contact entry can have up to six phone numbers, two email addresses, two Web addresses, two street addresses, and a space for notes.

Creating a new contact

1. From the main screen, enter the phone number you want to save, including the area code.
2. Press the left option button  to select **Save**.
3. Press  to select **Save new contact**.
4. Enter a name for the contact.
 - If you need to learn how to enter letters, see [“Understanding text entry screens” on page 14](#).
 - To add a symbol or smiley to the contact name, or to change the text entry mode, press the right option button  to select **Options**.
5. Either save now or add more contact information.
 - To save now, press the left option button  to select **Save**.

- To enter additional phone numbers, e-mail address, or web site URLs, press  down repeatedly. For help on switching between letters and numbers when entering e-mail addresses or URLs, see [“Changing modes” on page 15](#).

Adding a code or extension

When you save the phone number of an automated service, you may include a pause to stop dialing, for example, where you would wait to dial an extension.

1. From the main screen, enter the first portion of the phone number.
2. Press the right option button  to select **Options**.
3. Select a type of pause:
 -  **Time pause**
 -  **Hard pause**
4. Enter the remaining numbers.
5. Press the left option button  to select **Save**.

Customizing your contacts

You can customize each contact in your Contacts directory by assigning ringtones, pictures, and number types.

Assigning ringtones

1. Press the right option button  to select **Contacts**.
2. Highlight a contact and press .
3. Highlight the contact name and press the right option button  to select **Options**.
4. Select **Ringer** → **Assign ringer**.
5. Scroll down the list to hear the different ringtones and press  to select one.

Assigning pictures

1. Press the right option button  to select **Contacts**.
2. Highlight a contact and press .
3. Highlight the contact name and press the right option button  to select **Options**.
4. Select **Picture** → **Assign picture**.
5. Select **Get more graphics**, **VirginXL graphics**, **Wallpapers**, or **Caller IDs**.
6. Scroll through the list to view your options and press the left option button  to assign it to your contact.

Assigning number types

When you assign a number type, an icon is placed in front of a contact number to specify the type of number, such as work, home, or mobile.

1. Press the right option button  to select **Contacts**.
2. Highlight a contact and press .

3. Highlight the contact number and press the left option button  to select **Edit**.
4. Press  down and then press .
5. Highlight an option to designate the number as **General**, **Work**, **Home**, **Mobile**, **Pager**, or **Fax** and press . You can also add email addresses, street addresses, Web page URLs, and a note. The associated icon will appear next to the number in your Contacts directory and Recent calls list.



general



work



email address



home



street address



mobile



Web page URL



pager



note



fax

6. Press the left option button  to select **Save**.

Editing a contact

1. Press the right option button  to select **Contacts**.
2. Highlight a contact and press .
3. Highlight the contact name or number and press the left option button  to select **Edit**.
4. Enter your changes and press the left option button  to select **Save**.

Erasing a contact

1. Press the right option button  to select **Contacts**.
2. Highlight the contact to erase and press .
3. Select **Options**.
4. Highlight **Erase contact** and press .
5. Press the left option button  to confirm.

Note: For more information, see [“Erasing all contacts” on page 40](#).

Customizing a phone number

1. Press the right option button  to select **Contacts**.
2. Highlight the contact to edit and press .
3. Press  down to highlight the number.
4. Press the right option button  to select **Options**.
5. Highlight an option and press :
 - **Call** to call the contact.
 - **Send text msg** brings you to the text messaging screen.
 - **Add speed dial** assigns or removes the speed dial location.
 - **View number** to see the selected phone number.
 - **Erase number** erases the number from the contact.

- **Secret** makes the number secret so that it will not appear on the screen until the lock code is entered. Secret numbers can be called without a lock code.
 - **Primary number** makes this number the first one that shows up when you open the contact.
 - **Add to Group...** allows you to add the contact to a caller group that you have defined. For more information on caller groups, see [“Using caller groups” on page 22](#).
 - **Add voice dial** records a voice tag so you can call a contact using voice recognition (VR). For more information, see [page 47](#).
 - **Erase voice dial** erases the voice tag associated with the number.
 - **Edit voice dial** records a new voice tag.
6. Enter the new information and follow the prompts.
 7. Select **Save**, if necessary.

Finding contact information

To find a phone number or contact, you can (1) check the Frequent list, (2) search the Contacts directory, or (3) use Fast Find.

Checking the Frequent list

From the main screen, select **Contacts**. The last 15 of your most frequently called contacts appear when the Frequent list is enabled. Scroll past the double line to view the All Contacts list.

To enable the Frequent List setting

- Select **Menu** → **Settings** → **Convenience** → **Frequent list** → **Enabled**.

Searching the Contacts directory

- Select **Contacts** for a list of all contacts. To quickly get down the list, enter the first letter of the contact. The menu skips to that letter of the alphabet.
- or-
- 1. Select **Menu** → **Contacts**.
- 2. Select a search method:
 - **View all** lists all saved contacts.
 - **Find name** locates a specific name. Enter part of the contact name then select **Find**.
 - **Groups, Speed dial list, or Voice dial list** selects a contact from the specified list.
- 3. Highlight a contact and press 
 - To call the contact, highlight the number and press .

Setting Fast Find

With Fast find, you press one or two keys to view close matches of the name you are looking for.

- Select **Menu** → **Settings** → **Convenience** → **Fast find** → **Enabled**.

Using Fast find

1. From the main screen, press the keys corresponding to the letters of the name you want to find. A matching contact or speed dial entry appears.
2. Press  down to scroll through matching entries.
3. Highlight the name you want, then press  to call the number.

Using caller groups

Caller groups are a way to organize your contacts into groups that can then share a common ring tone or graphic.

Note: Your phone comes with two groups already defined, **Business** and **Personal**.

Creating a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press the left option button  to select **New**.
3. Enter a name for the group.
 - If you need to learn how to enter letters, see [“Understanding text entry screens” on page 14](#).
 - To add a symbol or smiley to the contact name, or to change the text entry mode, press the right option button  to select **Options**.
4. Press the left option button  to select **Next**.
5. Press  down to scroll through your saved contacts. Press the left option button  to **Add** a contact to the group. A check mark appears next to the name.

Note: To remove a checked contact from the group, press the left option button  again to select **Remove**.

Note: If a contact you are trying to add already belongs to another group, an alert dialog appears. To continue adding the

contact to the new group, select **Yes**. To abort, select **No**.

6. Press the right option button  to select **Done** and save the group.

Editing a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press  down to scroll through the list of groups. When you come to the group you wish to edit, press the right option button  to select **Options** → **Edit**.
3. Follow Steps [3](#) through [6](#) under [“Creating a caller group” on page 22](#) to edit the group.

Assigning a ring tone to a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press  down to scroll through the list of groups. When you come to the group you wish to assign a ring tone to, press .
3. Select **Options** → **Ringer** → **Assign ringer**.
4. Press  up and down to scroll through the list of available ring tones. When you come to the desired ring tone, press .

Note: You can assign ringtones to the **Business** or **Personal** caller group by selecting **Menu** → **Settings** → **Sounds** → **Business ringtones** or **Personal ringtones**.

Assigning a picture to a caller group

1. Select **Menu** → **Contacts** → **Groups**.
2. Press  down to scroll through the list of groups. When you come to the group you wish to assign a picture to, press .
3. Select **Options** → **Picture** → **Assign picture**.
4. Select **Get more graphics**, **VirginXL graphics**, **Wallpapers**, or **Caller IDs**.
5. Press  up, down, left, and right to scroll through the list of available pictures. When you come to the desired picture, press the left option button  to assign the picture to the group.

5 SENDING AND RECEIVING TEXT MESSAGES

This chapter describes how to send, receive, and erase text messages from your phone. For information on voicemail messages, see [“Setting up voicemail” on page 11](#).

Important: The features and menus described in this chapter may vary depending on services available in your area. Check with Virgin Mobile for details and possible usage charges.

Sending text messages

You can only send text messages to phones that are capable of receiving them, or to email addresses.

Creating a text message

1. Select **Menu** → **Messaging** → **Send text msg** or press  right.
2. Enter a recipient's phone number or email address:
 - Select **Options** to access your **Recent list**, **Contacts**, or **Groups** and press . Select a contact and press  again. Highlight the number or e-mail field and press . For more about group lists, see [“Creating groups lists” on page 29](#).
 - or-

- Enter a **New Address** manually. (To learn how to enter text, see [“Understanding text entry screens” on page 14](#).)
3. To add multiple recipients:
 - Press the right option button  to select **Options** then select **Recent list**, **Contacts**, or **Groups**.
 - or-
 - Enter a space or comma after the first number then enter another recipient.

Note: You can send a message to up to 10 contacts at once. The messages will be sent one at a time, once to each addressee.

4. When you are done entering addresses, press .
5. Enter the message. To learn how to enter text, see [“Understanding text entry screens” on page 14](#).
 - or-
 - Add AutoText, symbols, or smileys in your message. See [“Including prewritten text and symbols” on page 25](#) for information.
6. Press the left option button  to select **Send**. See [“Setting sending options” on page 25](#) for information about how you want the message to be received.

Including prewritten text and symbols

During text entry, you can insert AutoText, symbols, or smileys in your message.

1. From the text entry screen, select **Options**.
2. Select an option and press :
 - **Insert AutoText:** Scroll through the list of options and press  to select one.
 - **Add Symbol:** Scroll through the list and press the corresponding number key to select it.
 - **Add Smiley:** Scroll through the list and press the corresponding number key to select it.
3. When you have finished your message, select **Send**. See [“Setting sending options” on this page](#) for information about how you want the message to be received.

Setting sending options

When you are ready to send a message, you have several options for how and when you want the message to be received.

1. Once you have completed the message, select **Options**:
 - **Add address** returns to the “Send To” screen to add another recipient without losing the message. Select **Options** to access your **Recent list**, **Contacts**, or **Groups** and press .

Select a contact and press . Highlight the number field and press .

- **Save message** saves the message in your **Drafts** folder. This prevents the message from being deleted if you have activated AutoErase and enables you to send the message to other recipients.
 - **Save as autotext** saves the message you have just entered as a prewritten message, then returns to the message entry screen so you can send the message.
 - **Settings** allows you to choose from the following after pressing :
 - **Callback number** includes a callback number with the message to let recipients know at what number they can call you back. Select **OK** to include your own number or enter a different callback number then select **OK**.
2. When you have finished setting options, press  to return to the message window.
 3. Press the left option button  to select **Send**.

Adding a signature

The signature you create is included at the end of all outgoing messages and is counted as characters in your messages; however, it does not appear in the message creation screen.

To create a signature:

1. Select **Menu** → **Settings** → **Messaging** → **Signature**.
2. Enter your signature in the text field.
3. Select **OK** to save the setting.

Note: The characters in the signature are included in the total character count of the message.

If you cannot send messages

You may not be able to send or receive messages if your phone's memory is nearly full, or if digital service is not available at the time. To free up memory, erase old messages. See "[Erasing messages](#)" on page 28.

Receiving incoming calls while creating messages

- If you don't wish to answer the call, press the right option button  to select **Ignore**. The phone returns to the message screen.
- To answer the call, press . Your message is saved to the Drafts folder. To return to the message, select **Menu** → **Messaging** → **Drafts**, select your message, then select **Edit**.

Viewing your sent messages

To save your outgoing messages, you must first enable **Save to outbox**.

1. Select **Menu** → **Messaging** → **Msg settings** → **Save to outbox**.
2. Select an option and press .
 - **Enabled** automatically saves all successfully sent messages in the Outbox.
 - **Prompt** allows you to choose whether or not to save your message when you send it.

To view successfully sent messages:

1. Select **Menu** → **Messaging** → **Outbox**.
2. Press  up or down through the list of messages. One of the following symbols appears next to each message:

☒	The scheduled message has been sent and will be delivered as scheduled. You cannot cancel delivery of the message.
	The message has been sent to more than one recipient.
☐	The message has never been sent or has not been sent since it was last modified. You can cancel delivery of the message.

Viewing failed or pending messages

Failed or pending messages are stored in your Outbox.

To view your Outbox:

1. Select **Menu** → **Messaging** → **Outbox**. A list of all failed or pending messages appears.
2. Scroll through the list of messages and press  to read one.

	The message is pending and will be sent when possible. You can cancel delivery of the message.
	The message cannot be sent because service is not available. An alert appears on your phone if the message cannot be sent.

Retrieving text messages

When a text message is received, your screen displays “New Messages” with the  symbol at the top of your screen. The symbol flashes if the message is urgent.

If you see the “New Messages” note

- To view the message, press the left option button  to select **Inbox**, highlight the message, and press the left option button  to select **View**.

- To **Ignore** the message, press the right option button .

Note: If you receive a new message while you are reading a message, the one you are reading will be replaced by the new one. You can find the older message in the Inbox:

- Select **Menu** → **Messaging** → **Inbox**.

If you see the symbol

1. Select **Menu** → **Messaging** → **Inbox**. A list of all your received messages appears.
 -  indicates an “Urgent” message.
2. Scroll through the list of messages and press  or the left option button  to read one.

Reading the message

1. If the text message is long, press  down to view the entire message.
2. When you are finished, you can **Reply** to the sender or set additional **Options** for the message:
 - **Erase** the message.
 - **Lock msg** to protect the message from being accidentally deleted.
 - **Forward** the message.
 - **Reply with copy** to reply to the message with a copy of the original attached.
 - **Save message** to save the message.

- **Save as Autotext** to save the text from the message as AutoText, which you can insert into other messages. For more about AutoText, see “[Creating and editing prewritten messages \(AutoText\)](#)” on [page 29](#).
 - View **Sender** information.
 - If the message includes a website address, you can **Launch browser** to view the site.
3. Press  to return to the Inbox.

Setting message alerts

You can choose how you want be alerted of incoming voicemail, pages, or text messages.

1. Select **Menu** → **Settings** → **Messaging** → **Alerts**.
2. Select the type of alert: **Message alert**, **Page alert**, or **Voicemail alert**.
3. Press  to select an option:
 - **Vibrate, Beep, Freeway, Game, Bloop, Winner, Zilofon** sets the phone to alert you once when a new message is received.
 - **Vibrate & remind, Beep & remind, Fwy & remind, Game & remind, Bloop & remind, Winner & remind, Zilofon & remind** sets the phone to notify you once when a new message is received and then notify you again every five minutes. To stop a reminder alert, press  to select **Ignore**.
 - **Disabled** turns off message alerts.

Erasing messages

It is a good idea to erase old messages to free up memory in your phone.

You have the option of erasing text messages and pages as you send or read them, erasing them one at a time from the list in the Outbox or Inbox, or erasing them all at once.

Erasing single messages

1. Select **Menu** → **Messaging**.
2. Select the type of text message you want to erase and press : **Inbox**, **Outbox**, **Saved**, or **Drafts**.
3. Highlight the message to erase and press .
4. Select **Options**.
5. Select **Erase** to erase the message. A notification appears: “Erase this message?”
6. Select **Yes** to erase the message.

Erasing all messages

1. Select **Menu** → **Messaging** → **Erase msgs**.
2. Select a folder from which to erase all messages: **Inbox**, **Outbox**, **Saved folder**, **Drafts folder**, or **All Messages**.
3. A message appears: “Erase all messages?” Select **Yes** to erase messages or **No** to cancel.

Erasing messages automatically

Use this setting to have old messages automatically erased from the **Inbox**, **Outbox**, or both when memory is low.

- Select **Menu** → **Messaging** → **Msg settings** → **Auto-Erase**.
- Select **Inbox msgs**, **Sent msgs**, or **Both**. Older messages will be erased as new messages are received and/or sent.

Customizing message settings

To make messaging easier, you can customize settings for sending and receiving messages.

Creating groups lists

You can create and save a list of multiple recipients. Your phone stores five group lists with up to 10 recipients per list.

1. Select **Menu** → **Messaging** → **Msg settings** → **Groups** → **Create new**.
2. Enter a name for the list. For help entering text, see [“Entering Letters, Numbers, and Symbols” on page 14](#).
3. Select **Next**.
4. To enter the first phone number or email address, select an option:
 - **Recent list** to select numbers from your Recent list.
 - **Enter from scratch** to enter the phone number or email address manually.

- **Contacts list** to select numbers from your phone book.

5. Locate the contact number or email address and press , or (if you selected **Enter from scratch**) enter one using the keypad.
6. To add more numbers, do one of the following:
 - Select **Options** → **Recent list** or **Contacts**. Locate the contact number or email address and press .
 - Enter a number or email address using the keypad.
7. When finished, select **Done**.

To send a message to your new group, see [“Sending text messages” on page 24](#).

Creating and editing prewritten messages (AutoText)

Your phone comes with prewritten (AutoText) messages, such as “Please call me,” which you can insert into the body of a text message. You can edit these messages and create new ones. Your phone will store up to 40 AutoText messages, with up to 100 characters per message.

1. Select **Menu** → **Messaging** → **Msg settings** → **Auto text**.
2. Press the left option button  to select **Edit**.
-or-
To create a new pre-written message, press the right option button  to select **New Msg**.

3. Enter or edit the text and press the left option button  to select **Done**. For help entering text, see “[Understanding text entry screens](#)” on page 14.

Note: You can also save a message you have written or received as AutoText. See “[Setting sending options](#)” on page 25 or “[Reading the message](#)” on page 27.

Customizing the callback number

You can customize the callback number that is included with messages.

1. Select **Menu** → **Settings** → **Messaging** → **Callback number**.
2. Press  to erase the displayed number.
3. Enter a new number and press the left option button  to select **OK**.

My ringtones

The My ringtones folder stores your preloaded and downloaded ringtones. You can download the latest ringtones to your phone from the Virgin Mobile website at www.virginmobileusa.com or directly from your phone using VirginXL. Charges apply.

Downloading ringtones

Note: If you don't have enough money in your account, you will need to top-up before downloading.

1. Press  left to launch VirginXL and then search for ringtones.
-or-
Select **Menu** → **My stuff** → **My ringtones** → **Get more ringtones** and then search for ringtones.
2. Follow the prompts to purchase and download the selected ringtone.

Downloaded ringtones are stored in the My ringtones folder in your phone from newest to oldest.

Assigning downloaded ringtones

1. Select **Menu** → **My stuff** → **My ringtones**.
2. Select a ringtone.
Note: Different ringtones will display different options for the left and right option buttons.
3. For a polyphonic ringtone, press the left option button  to select **Set default**.
4. For a Superphonic ringtone, press the left option button  to **Play it**, or press the right option button  to select **Options**. Then select **Set default** and press .

Note: The downloaded ringtone will also be listed in the My ringtones folder and is available to assign to individual contacts. See [“Creating a new contact”](#) and [“Assigning ringtones”](#) on page 19.

My games

If you receive an **incoming call alert** while you are playing a game, the game is paused and exited. You can return to play once the call alert ends. Games do not remain paused if the phone is turned off or loses power.

Brick Attack

The goal of this game is to eliminate bricks arranged in levels. You send a moving ball upward using a paddle at the bottom of the screen.

1. Select **Menu** → **My stuff** → **My games** → **Brick Attack**.
2. Press  to select **Yes** at the prompt, “Turn off backlight to conserve battery?”
3. Press  to select **New**.
 - To pause the game, press , then press  to **Resume**.
 - To move the paddle, press  left or right.
 - To exit the game, highlight **Exit** and press .

Race 21

This game is a timed variation of Black Jack. Each game comprises three 90-second rounds. To score points, add cards in each of the four columns, trying to reach but not exceed 21 in each column within during the course of the game.

1. Select **Menu** → **My stuff** → **My games** → **Race 21**.
2. Press  to select **Yes** at the prompt, “Turn off backlight to conserve battery?”
3. Select **New Game**. The first card to be placed is shown at the top left of the screen. Press a key to add a card to the row as follows:

-  Add cards to the first row
-  Add cards to the second row
-  Add cards to the third row
-  Add cards to the fourth row

Shortcut: Press  left or right to choose arrows at the bottom of the screen then press  to add cards to corresponding rows.

Note: Each time you place a card, a new card appears for placement.

4. Continue placing cards until you are satisfied with your selections.
 - You can pause or end the game at any time by pressing .
 - You lose points each time you exceed 21 in a column.
 - Select **Skip** to skip one card per round.
5. Press  to select  to get your score and advance to the next round.
6. Select an option and press  to select it.
 - **New Game** initiates game play. To pause the game, press . From here you can choose **Resume**, **New** or **Quit**.
 - **Resume Game** returns you to the game you were last playing.
 - **Scoreboard** provides you with the top five scores.
 - **Music** plays music with this game. Select from **Music Always**, **Sound Effects**, **Instructions**, **Credits**, **During Title**, or **No Music**.
7. Press  to end all games.

My graphics

The My graphics folder stores your downloaded graphics. Download the latest wallpapers and screensavers to your phone from the Virgin Mobile website at www.virginmobileusa.com or directly from your phone using VirginXL. Charges apply.

Note: If you don't have enough money in your account, you will need to top-up before downloading.

1. Press  left to launch VirginXL and then search for graphics.
-or-
Select **Menu** → **My stuff** → **My graphics** → **Get more graphics** and then search for graphics.
2. Follow the prompts to purchase and download the selected graphic.

The downloaded graphic will be stored in the My graphics folder in your phone.

Note: Downloaded graphics are stored in order of newest to oldest and can be assigned as either screensavers or wallpaper.

Assigning downloaded graphics

1. Select **Menu** → **My stuff** → **My graphics**.
2. Select **My graphics**, **VirginXL graphics**, **Wallpapers**, **Screensavers**, or **Caller IDs** and press .

3. Scroll to the graphic you want to assign and press the right option button  to select **Options**.
4. Highlight **Set Default** or **Assign** and press .

My sounds

You can record and save voice memos and all received attached sound files to My sounds. To listen to saved sounds or recorded voice memos:

1. Select **Menu** → **My stuff** → **My sounds**.
2. Select **Saved sounds** or **Voice memos** and press .
3. Scroll through the lists to listen to the saved sounds.
4. Highlight a sound and press the right option button  to select **Options**.
5. Highlight **Record New**, **Erase**, **Lock**, **Rename**, **Details**, or **Erase All** and press .

Note: If there are no saved sounds or recorded voice memos, the folders cannot be accessed and steps 3–5 do not apply. To record a voice memo, see “Voice memo” on page 42.

7 CUSTOMIZING YOUR PHONE

The contents of the **Settings** menu are as follows:

Sounds

Ringtone volume
Ringtones
Business ringtones
Personal ringtones
Flip closed
Flip open
Pwr on/off sound
Key volume
Key length
Alerts
Smart sound
Minute alert
Earpiece volume
Spkrphone volume

Display

Greeting banner
Menu style
Color themes
Wallpapers
Screensavers
Backlight
Auto-Hyphen
Time/Date format
Contrast

Convenience

Open to answer
Fast find
Frequent list
Hold call
1-Touch dialing
Any key

Call options

Add voice dial
Erase voice dial
Voice training
Voice wake-up
Voice answer
Expert mode

Messaging

Alerts
Groups
Auto text
Text entry
Signature
Save to outbox
Auto-Erase
Callback number

Security

Lock phone
Change lock code
Emergency numbers
Erase contacts

Network

Privacy alert
Location

Accessories

Pwr backlighting
Headset ringing
Auto answer
TTY

Hearing Aid

Phone Info

Build info
Icon keys

Silencing all sounds

Your phone is set to make sounds when you receive calls, press keys, navigate through menus, and receive alerts (such as new messages). You can silence all sounds and set the phone to vibrate when you receive calls and alerts.

Note: This feature is unavailable when the phone is connected to the A/C adapter.

Setting the phone to vibrate

- Press and hold .
- or-
- Press  down repeatedly.

Turning sounds back on

- Press and hold .
- or-
- Press  up repeatedly.

Choosing ringtones

Your phone has multiple ringtones you can choose to use for incoming calls.

1. Select **Menu** → **Settings** → **Sounds** → **Ringtones**.

-or-

Select **Menu** → **My stuff** → **My ringtones**.

2. Scroll down the list to hear the different rings and press  to select one.

Note: Downloaded ringtones are added to the top of the standard list of ringtones, from most recent to oldest.

Note: You can assign ringtones to the **Business** or **Personal** caller group by selecting **Menu** → **Settings** → **Sounds** → **Business ringtones** or **Personal ringtones**.

Setting sounds for your phone

You can set your phone to sound tones when you open and close the flip and when you turn the phone on and off. Sounds will not occur during an incoming call, if you are in a call, or if a headset is attached to your phone.

Set sound when flip opens

1. Select **Menu** → **Settings** → **Sounds** → **Flip open**.
2. Scroll through the list to hear the sounds and press  to select one.

Set sound when flip closes

1. Select **Menu** → **Settings** → **Sounds** → **Flip closed**.
2. Scroll through the list to hear the sounds and press  to select one.

Set sound when phone powers on or off

- Select **Menu** → **Settings** → **Sounds** → **Pwr on/off sound** → **Enabled**.
 - To turn off this sound, select **Disabled**.

Adjusting volume

You can adjust the earpiece, speakerphone, and ringtone volume as well as key tones.

Adjusting the earpiece volume

To adjust the earpiece volume manually during a call, press  or  up or down.

To set the earpiece volume:

1. Select **Menu** → **Settings** → **Sounds** → **Earpiece volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left option button  to select **Save**.

Using smart sound

You can set a baseline volume that the phone uses to automatically adjust the earpiece volume when there is a change in the amount of noise around you or the caller's voice.

- Select **Menu** → **Settings** → **Sounds** → **Smart sound** → **Enabled**.

Adjusting the ringtone volume

1. Select **Menu** → **Settings** → **Sounds** → **Ringtone volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left option button  to select **Save**.

Adjusting speakerphone volume

1. Select **Menu** → **Settings** → **Sounds** → **Spkrphone volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left option button  to select **Save**.

Adjusting key tone volume

You can change the volume of the tones the phone makes when you press the keys.

1. Select **Menu** → **Settings** → **Sounds** → **Key volume**.
2. Press  right to increase the volume, or left to decrease the volume.
3. Press the left option button  to select **Save**.

Setting key length

You can change the duration of the tones the phone makes when you press the keys.

1. Select **Menu** → **Settings** → **Sounds** → **Key length**.
2. Choose **Normal** or **Long** and press .

Setting message alerts

You can choose how you want be alerted of incoming voicemail, pages, text messages, or missed calls.

1. Select **Menu** → **Settings** → **Sounds** → **Alerts**.
2. Select the type of alert: **Message alert**, **Page alert**, **Voicemail alert**, or **Missed call alert**.
3. Press  to select an option:
 - **Vibrate, Beep, Freeway, Game, Bloop, Winner, Zilofon** sets the phone to alert you once when a new message is received.
 - **Vibrate & remind, Beep & remind, Fwy & remind, Game & remind, Bloop & remind, Winner & remind, Zilofon & remind** sets the phone to notify you once when a new message is received and then notify you again every five minutes. To stop a reminder alert, press  to select **Ignore**.
 - **Disabled** turns off message alerts.

Personalizing the screen

Changing your banner

The banner is the personal label for your phone. It appears on the main screen above the time and date. The banner can be up to 14 characters long.

1. Select **Menu** → **Settings** → **Display** → **Greeting banner**.
2. Press the right option button  to select **Edit**.
3. Press  to clear the screen.
4. Enter your new text.
5. Press the left option button  to select **Save**.

Choosing a menu style

Two menu styles are available: Graphic and List.

1. Select **Menu** → **Settings** → **Display** → **Menu style**.
2. Select an option and press .
 - **Graphic** displays icons of each menu item, with its name at the bottom of the screen.
 - **List** displays a list of each menu item.
3. Press  to return to the main screen. The next time you select **Menu**, you will see the menu style you selected.

Selecting a color theme

You can select a color theme for the display background of your phone.

1. Select **Menu** → **Settings** → **Display** → **Color themes**.
2. Scroll through the options to view the color themes and press  to select one.

Selecting wallpaper

Wallpaper appears on the main screen.

1. Select **Menu** → **Settings** → **Display** → **Wallpapers**.
2. Highlight a wallpaper design and press .
3. Press the left option button  to assign the wallpaper.
4. Press  to return to the main screen.

Note: Downloaded wallpapers are saved in **Menu** → **My stuff** → **My graphics** → **Wallpapers**.

Selecting a screensaver

Screensavers appear on the main screen when the flip is open and are activated 10 seconds after the last keypress. Incoming calls and alerts override screensavers.

1. Select **Menu** → **Settings** → **Display** → **Screensavers**.
2. Highlight a screensaver and press . The image displays.
3. Press the left option button  to assign the screensaver.
4. Press  to return to the main screen and wait 10 seconds to view the screensaver you chose.

Note: Downloaded screensavers are saved in **Menu** → **My stuff** → **My graphics** → **Screensavers**.

Adjusting the backlighting

Your screen lights up while you are in a call or when you press a key on the keypad. However, you can set the length of time that bright backlighting remains on.

1. Select **Menu** → **Settings** → **Display** → **Backlight** → **Duration**.
2. Select an option and press :
 - **7 seconds, 15 seconds, or 30 seconds**—
(Default) Turn backlighting on for 7, 15, or 30 seconds after your last keypress.

- **7 sec. & in call, 15 sec. & in call, or 30 sec. & in call**—Turn backlighting on for the duration of a call, and for 7, 15, or 30 seconds after your last keypress.

Note: The “in call” settings drain the battery more quickly.

Using Power Save Mode

You can conserve battery life by activating Power save mode to dim the backlighting set in the procedure above. The backlighting appears for the selected duration but is less bright than with Power save off.

- Select **Menu** → **Settings** → **Display** → **Backlight** → **Pwr save mode** → **On**.

Setting power backlighting

You can set backlighting to remain on when an external power source, such as the AC adapter, is used with the phone.

Note: Power backlighting may not be available with the optional desktop charger or other accessories.

1. Select **Menu** → **Settings** → **Accessories** → **Pwr backlighting**.
2. Select **Always on** to keep backlighting on.

Note: The battery charges more slowly when power backlighting is on.

Setting numbers to auto-hyphenate

Auto-hyphenation, when enabled, automatically inserts hyphens into your phone numbers to be consistent with the U.S. dialing plan.

For example, 1-222-333-4444.

- Select **Menu** → **Settings** → **Display** → **Auto-hyphen** → **Enabled**.

Choosing a different time/date format

1. Select **Menu** → **Settings** → **Display** → **Time/Date format**.
2. Highlight an option and press .

Changing the display contrast

1. Select **Menu** → **Settings** → **Display** → **Contrast**.
2. Press  left or right to adjust the contrast and select **Save**.

Creating a secure environment

This section describes all the features involved in securing your phone and preventing access to personal information. All security features are shielded by a four-digit lock code.

Changing your lock code

The default lock code is typically 0000 or the last 4 digits of your phone number.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code

3. Select **Change lock code**. A message appears: “Change Code?”
4. Press the left option button  to select **Yes** and enter a new four-digit code.
5. Enter your new lock code again.

Locking your phone

When your phone is locked, you can call only emergency numbers or Virgin Mobile's customer service number. You can still receive incoming calls.

Important: Write down your lock code if you change it. Virgin Mobile cannot unlock your phone for you if you forget your lock code.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Lock phone**.
4. Highlight an option and press .
 - **Never** does not lock the phone.
 - **On power up** locks the phone every time you turn it on.
 - **Now** locks the phone immediately.

Unlocking the phone

1. From the main screen, press the left option button  to select **Unlock**.
2. Enter your four-digit lock code.

Designating emergency numbers

The emergency numbers feature allows you to specify three personal phone numbers that can be called when the phone is locked.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Emergency numbers**.
4. Select an **Unassigned** slot.
5. Enter the phone number, including the area code. Do not enter 1 before the area code.
6. Press the left option button  to select **Done**.

Notes:

- You can view these numbers only when they're being entered for the first time.
- You cannot edit these numbers.
- To make a call to an emergency number from a locked or limited phone, you must dial the number (including area code) exactly as it was stored in **Emergency numbers**.

Erasing all contacts

You can erase all entries from your Contacts directory.

1. Select **Menu** → **Settings** → **Security**.
2. Enter your four-digit lock code.
3. Select **Erase contacts**.
4. Select **Yes**. A message appears: "Erase all contacts?"

5. Press the left option button  to select **Yes** and erase all contacts or the right option button  to select **No**.

Network settings

Setting position location

This setting allows you to share your location information with network services other than emergency services (For example: 911, 111, 999, and 000) in markets where service has been implemented.

Note: This feature works only when your phone is in digital mode. You do not have the option of turning off the locator to emergency services.

1. Select **Menu** → **Settings** → **Network** → **Location**.
2. Select **911 Only** or **Location on**.
 - **911 Only** (default) shares your position information only with emergency services when you call your 3-digit emergency code (911, 000, 111, etc.).
 - **Location on** shares your position information with Virgin Mobile's network, in addition to emergency services.

Setting privacy alerts

This setting enables or disables privacy alerts. A privacy alert is displayed whenever digital CDMA privacy is lost or regained.

1. Select **Menu** → **Settings** → **Network** → **Privacy alert**.
2. Select **Enabled** or **Disabled**.

Accessory Settings

Connecting to a TTY/TDD device

You can connect the phone to a TTY device for the hearing impaired. **Note:** Enable TTY only when using the phone with a TTY device.

1. Connect the TTY device to the phone via the headset jack.
2. Enter       from your keypad.
3. Press the left option button  to select the TTY option.

Using a Hearing Aid device

You can reduce interference while using the phone with a hearing aid device by activating the phone's T-Coil HAC feature. **Note:** Enable this feature only when using the phone with a hearing aid device.

1. Select **Menu** → **Settings** → **Call Settings** → **Hearing Aid**.
2. Select **On** and then press .

8 USING TOOLS

Voice memo

The Voice Memo tool allows you to record and play back audio memos.

Recording a voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Record new**.
2. Say your memo and press the left option button  to select **Stop**.
3. Select **Save** to save your memo.

Note: If an incoming call is received while you're recording a memo, the memo is saved and the incoming call screen appears.

Playing or reviewing a voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the voice memo to review and select **Play**.
3. Press  right and left to select a function and press  to perform it:

Play 

Stop 

Pause 

Naming a saved voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the memo and select **Options**.
3. Select **Rename**.
4. Press and hold  to clear the default name.
5. Use the keypad to enter a name for the memo.
6. Select **Save**.

Erasing a saved voice memo

1. Select **Menu** → **Tools** → **Voice memo** → **Recorded memos**.
2. Highlight the memo and select **Options**.
3. Select **Erase**. The prompt “Erase file?” appears.
4. Select **Yes** or **No**.

Scheduler

The Scheduler allows you to schedule events and set reminder alerts.

Creating an event

1. Select **Menu** → **Tools** → **Scheduler** → **Add new event**.
2. Enter a name for the event and press  down. For help entering text, see [page 14](#).

3. Select **Options** and classify the type of event and press : **Meeting, Phone Call, Birthday, Anniversary, Vacation, Medical, or Other.**
4. Press  to change the date of the event (the current date is the default date of the event).
 - Press  left or right to move between the month, day, and year fields.
 - Press  up or down to change the month, day, or year.
 - Press  to save your changes.
5. Press  to set the time of the event.
 - Press  left or right to move between the hour, minute, and AM/PM fields.
 - Press  up or down to change the hour, minute, or AM/PM.
 - Press  to save your changes.
6. Press  to set the duration of the event.
 - Press  left or right to move between the hour and minute fields.
 - Press  up or down to change the hour and minute.
 - Press  to save your changes.
7. Press  to set a reminder of the event.
 - Select an option and press .
8. Press  to set the reminder sound.
 - Select an option and press .
9. Press  to select a Silent Mode setting
 - Select **No** or **During event** and press .

10. Press  to select whether or not this is a recurring event.
 - Select an option and press : **No, Daily, Weekly, Monthly, or Annually.**
11. Select **Save**.

Editing or erasing an event

1. Select **Menu** → **Tools** → **Scheduler** → **View month**.
2. Select **View Month**, then press  up, down, left, or right to highlight the day with the event to view, edit, or erase, then press .
 - or-
 - Select **View Day** for today's events.
 - or-
 - Select **Go to date**, then press  left or right to move between the month, day and year fields and press  up and down to change them, then press .
 - or-
 - Select **View all events**.
3. Press  up or down to highlight the event and press .
4. Press the right option button  to select **Options**.
5. Select **Edit** or **Erase** and press .
 - For more information about editing the event, see [“Creating an event” on page 42](#).
 - To erase the event, highlight **Erase** and press . Press the left option button  to confirm.

Note: Use **Menu** → **Tools** → **Scheduler** → **Settings** to set default values for Scheduler events.

Alarm clock

You can set up to four alerts with your phone's three alarm clocks and one quick alarm.

Note: The alert occurs only if the phone is on.

Setting an alarm clock

1. Select **Menu** → **Tools** → **Alarm clock**.
2. Highlight one of the alarms and select **Set**.
3. Use the phone keypad to enter numbers and  to switch between AM and PM.
 - Press  left or right to move between hours, minutes, and AM/PM fields.
 - Press  up or down to change the hours, minutes, and AM/PM options.
 - Press  to set the time of the alarm.
4. Select **Options** to set the alarm sound.
 - Highlight an option and press .
5. Select **Options** to set the recurring time.
 - Highlight an option and press .
6. Enter a note for the alarm and press .
7. Press the left option button  to select **Save** and set the alarm(s).
8. When the alarm rings, select **Off** to turn off the alarm or **Snooze** to silence the alarm for 10 minutes.

Note: Opening the flip turns off the alarm.

Setting the QuickAlarm

1. Select **Menu** → **Tools** → **Alarm clock**.
2. Highlight **QuickAlarm** and select **Set**.
3. Select an option and press : **5 minutes**, **15 minutes** (default), **30 minutes**, or **60 minutes**. A message appears telling you the QuickAlarm is On.
4. When the alarm rings, select **Off** to turn off the alarm or **Reset** to set the QuickAlarm again.

Tip calculator

The Tip Calculator helps you calculate how much tip to include with a bill.

1. Select **Menu** → **Tools** → **Tip calculator**.
2. Enter the amount of your bill.
3. Select **Next**.
4. Select the amount you want to include as a tip (10%, 15%, 18%, 20%, Other) and press . Your total bill appears, including tip.
5. To split the bill, press the right option button  to select **Split**.
 - Press  to clear the default of 2 guests, if desired.
6. Enter the number of guests and press the left option button  to select **Next**. The amount each guest pays is calculated.
7. Select **Done**.

Calculator

Use the calculator for basic mathematical equations.

1. Select **Menu** → **Tools** → **Calculator**.
2. Use the keypad to enter numbers.
3. Use  to enter a decimal point (.).
4. Use  to make a positive number negative or vice versa.
5. Use  to select mathematical operations:

Left $\times$ (multiply) **Up** $+$ (add)

Right $\div$ (divide) **Down** $-$ (subtract)

6. Press  to calculate the result.

Example: Enter 5, press  left to select **X**, enter 2, then press  to obtain the result of 10.

7. Press  to return to the main screen.
-or-
Press  to clear the screen.

Options

- M+** Adds displayed digit to the value stored in memory.
- MR** Displays currently stored value on screen.
- MC** Clears value currently stored in memory.

Timer

This timer counts down for a specified amount of time. It beeps when that amount of time has elapsed.

1. Select **Menu** → **Tools** → **Timer**.
2. Select **Set**.
 - Press  to move the cursor left or right.
 - Press  up or down to set the hours, minutes, and seconds.
3. Select **Sound** to set the alarm sound. Press  up or down to select a sound, then press .
4. Select **Start** to begin the countdown. Select **Stop** to pause the countdown. Select **Reset** to clear the timer.
5. Press  or the right option button  to turn off the alarm.

Stopwatch

1. Select **Menu** → **Tools** → **Stopwatch**.
2. Select **Start** to begin counting. Select **Stop** to stop counting. Select **Reset** to clear the counter.

9 USING VOICE RECOGNITION

Voice recognition allows you to make and answer calls by speaking commands into the phone's microphone.

Note: You cannot use voice recognition to end a call; you must press  when the flip is open.

Setting up voice dialing

To make or receive calls using voice dialing, contacts must be saved with associated voice tags.

Creating a voice tag for a contact

1. Press the right option button  to select **Contacts**.
2. Highlight the contact and press .
3. Press  down to highlight the number.
4. Press the right option button  to select **Options**.
5. Highlight **Add voice dial** and press .
6. Follow the voice prompts. You will need to say the name twice.

-or-

1. Select **Menu** → **Settings** → **Call options** → **Add voice dial**.
2. Follow the voice prompts. You will need to say the name twice.

3. Select **Add new** to create a new contact with the voice tag (see “[Creating a new contact](#)” on page 18).

-or-

Select **Add to existing** to add the voice tag to an existing contact.

- a. Select the desired contact and press the left option button  to choose **Select**.
- b. Press  down to highlight the number, then press the left option button  to choose **Select**.

Viewing entries with voice tags

- Select **Menu** → **Contacts** → **Voice dial list**. A list of all contacts with assigned voice tags appears.

Editing a voice tag

1. Select **Menu** → **Contacts** → **Voice dial list**.
2. Highlight the contact to edit and press .
3. Highlight the phone number and select **Options**.
4. Select **Edit voice dial** and press .
5. Follow the prompts.

Erasing a voice tag

1. Select **Menu** → **Contacts** → **Voice dial list**.
2. Highlight the contact to edit and press .
3. Highlight the phone number and select **Options**.
4. Select **Erase voice dial** and press .
5. Press the left option button  to select **Yes** or the right option button  to select **No**.

Erasing voice tags

To erase all voice name dial recordings in your phone:

1. **Menu** → **Settings** → **Call options** → **Erase voice dial**.
2. Select **Yes**. A message appears: “Erase all voice name dial recordings?”
3. Press the left option button  to select **Yes** or the right option button  to select **No**.

Making a call using voice tags

1. If you haven't already done so, record a voice tag for the person you wish to call.
2. With the flip open, from the main screen, press . The phone responds: “Say a name or say ‘Dial’.”
3. Say the name of the person you want to call.
4. If the name you said matches a contact in the Voice Dial List, the phone responds: “Calling (Name).” Remain silent to make the call, or say **No** to cancel.

Note: If the phone finds multiple voice tags that sound like the name you said, you will be asked to verify which name you want to call. Say **Yes** when you hear the correct name. Say **No** when you hear an incorrect name.

5. When you are finished with the call, press .

Making a call using digit dialing

When using digit dialing, you speak digits to dial a phone number.

Note: You cannot speak a string of digits. You must speak one digit at a time and wait for the prompt.

1. From the main screen, press . The phone responds: “Say a name or say ‘Dial’.”
2. Say “**Dial**”. The phone responds: “Speak a digit.”
3. Speak the first digit of the phone number you want to call. Once the phone repeats the digit, you can speak the next digit.
If you pause, the phone will prompt you with the following five options. After the prompt, speak an option.
 - Say “**Clear**” to erase the last digit entered. The phone responds: “Digit cleared.” To clear the entire phone number, say “**Clear**” again. When the phone prompts you with “Clear entire phone number?”, say “**Yes**” to clear or “**No**” to cancel.

- Say “**Call**” to dial the number.
- Say “**Verify**” to cause phone to repeat the set of digits that you input.
- Say “**Cancel**” to exit voice recognizer and return to the main screen.
- Speak a digit to enter the next digit. Once the phone repeats the digit, you can speak the next digit or pause to hear the prompt.

Using voice features with hands-free headsets

You can use voice commands to make a phone call or to answer the phone only if your phone is connected to a Kyocera hands-free headset (sold separately).

Note: The following features apply only to hands-free headsets unless noted.

To shop for hands-free headsets, visit www.virginmobileusa.com.

Waking up the phone

If your phone is connected to a Kyocera hands-free headset, you can use the voice command to activate the phone to make a phone call.

To activate the Voice wake-up setting:

- Select **Menu** → **Settings** → **Call options** → **Voice wake-up** → **With accessory**.

To wake up the phone:

1. Say “**Wake up**” and listen for a tone.
2. Say “**Wake up**” again until you hear two tones.

If the phone does not recognize your “Wake up” command, see “[Training voice recognition](#)” on page 49.

Answering the phone

You can set your phone to (1) answer automatically or (2) answer using a voice command.

Answering automatically

You can set your phone to answer automatically.

Note: This setting also works with the portable hands-free headset.

- Select **Menu** → **Settings** → **Accessories** → **Auto answer** → **After 5 seconds**.

Answering using voice commands

If Auto-answer is turned off, you can use a voice command to answer an incoming call when using a hands-free headset.

- Select **Menu** → **Settings** → **Accessories** → **Auto answer** → **Disabled**.

To activate the Voice answer setting:

1. Select **Menu** → **Settings** → **Call options** → **Voice answer**.
2. Highlight **Enabled** and press .

To answer a call:

When you receive an incoming call, the phone responds: “Incoming call, answer?” If the caller is recognized as a contact entry in your phone, then the phone will say “Incoming call from (Name), answer?”

- Say “**Yes**” or press any key except .

Ignoring an incoming call

To ignore an incoming call, do one of the following:

- Say “**No**” and press  to silence the alert.
- Remain silent. The voice alert repeats twice and the phone rings once, then returns to the main screen.

Training voice recognition

If your phone is having trouble recognizing your voice, you can train it with the commands **Yes**, **No**, and **Wake up**.

1. Select **Menu** → **Settings** → **Call options** → **Voice training**.
2. Read the message and press the left option button  to select **OK** and continue. **Cancel** returns you to the previous screen.
3. Select **Train All** or the item you want to train.
4. Follow the prompts for each word until training is complete.

Customer support

To contact Virgin Mobile's customer support department for information about your phone, account history, call coverage area, and specific features available to you, such as call forwarding or voicemail:

- Go to **www.virginmobileusa.com**.
- Dial ***VM** from your Virgin Mobile phone.
- Dial 1-888-322-1122 from any phone.

For questions about the phone features, refer to the materials provided with your phone, or visit **www.virginmobileusa.com**.

For additional questions, you may contact the Kyocera Wireless Corp. Customer Care Center in any of the following ways:

- Web site: **www.kyocera-wireless.com**.
- Email: **phone-help@kyocera-wireless.com**.
- Telephone: 1-800-349-4478 (U.S. and Canada) or 1-858-882-1401.

Before requesting support, please try to reproduce and isolate the problem. When you contact the Customer Care Center, be ready to provide the following information:

- The name of your service provider: Virgin Mobile.
- The actual error message or problem you are experiencing.

- The steps you took to reproduce the problem.
- The phone's electronic serial number (ESN). To locate the ESN, select **Menu** → **Settings** → **Phone Info** → **Build Info**.

Qualified service

If the problem with your phone persists, return the phone with all accessories and packaging to the dealer for qualified service.

Become a product evaluator

To participate in the testing and evaluation of Kyocera Wireless Corp. products, including cellular or PCS phones, visit **beta.kyocera-wireless.com**.

11 CONSUMER LIMITED WARRANTY

Kyocera Wireless Corp. (“KYOCERA”) offers you a limited warranty that the enclosed product or products (the “Product”) will be free from defects in material and workmanship for a period that expires one year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from an authorized supplier. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product.

KYOCERA shall, at its sole and absolute discretion, either repair or replace a Product (which unit may use refurbished parts of similar quality and functionality) if found by KYOCERA to be defective in material or workmanship, or if KYOCERA determines that it is unable to repair or replace such Product, KYOCERA shall refund the purchase price for such Product, provided that the subject Product (i) is returned, with transportation prepaid, to a KYOCERA authorized service center within the one year warranty period, and (ii) is accompanied by a proof of purchase in the form of a bill of sale or receipted invoice which evidences that the subject Product is within the one year warranty period (“Proof of Purchase”).

After the one year warranty period, you must pay all shipping, parts and labor charges.

This limited warranty does not cover and is void with respect to the following: (i) any Product which has been improperly installed, repaired, maintained or modified; (ii) any Product which has been subjected to misuse (including any Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not approved by KYOCERA), abuse, accident, physical damage, abnormal operation, improper handling, neglect, exposure to fire, water or excessive moisture or dampness or extreme changes in climate or temperature; (iii) any Product operated outside published maximum ratings; (iv) cosmetic damage; (v) any Product on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) cost of installation, removal or reinstallation; (vii) signal reception problems (unless caused by defects in material and workmanship); (viii) damage the result of fire, flood, acts of God or other acts which are not the fault of KYOCERA and which the Product is not specified to tolerate, including damage caused by mishandling, shipping and blown fuses; (ix) consumables (such as fuses); or (x) any Product which has been opened, repaired, modified or altered by anyone other than KYOCERA or a KYOCERA authorized service center.

USE ONLY KYOCERA APPROVED ACCESSORIES WITH KYOCERA PHONES. USE OF ANY UNAUTHORIZED ACCESSORIES MAY BE DANGEROUS AND WILL INVALIDATE THE PHONE WARRANTY IF SAID ACCESSORIES CAUSE DAMAGE OR A DEFECT TO THE PHONE.

KYOCERA SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, PUNITIVE, EXEMPLARY, AGGRAVATED, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, WHETHER FORESEEABLE OR UNFORESEEABLE OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, UNANTICIPATED BENEFITS OR REVENUE, ANTICIPATED PROFITS ARISING OUT OF USE OF OR INABILITY TO USE ANY PRODUCT (FOR EXAMPLE, WASTED AIRTIME CHARGES DUE TO THE MALFUNCTION OF A PRODUCT) OR CONTRIBUTION OR INDEMNITY IN RESPECT OF ANY CLAIM RELATED TO A PRODUCT.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR REFUND OF THE PURCHASE PRICE RELATING TO A DEFECTIVE PRODUCT, AS PROVIDED UNDER THIS WARRANTY, ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF THE LIMITED WARRANTY, AND SUBJECT TO THIS WARRANTY, THE PRODUCTS ARE APPROVED AND ACCEPTED BY YOU "AS IS". KYOCERA MAKES NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND, ORAL OR VERBAL, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO

THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR AGAINST INFRINGEMENT OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF TRADE USAGE OR OUT OF A COURSE OF DEALING OR COURSE OF PERFORMANCE. NO DEALER, DISTRIBUTOR, AGENT OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION OR ADDITION TO THIS WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

For warranty service information, please call the following telephone number from anywhere in the continental United States and Canada: 1-800-349-4478 or 858-882-1401; or contact KYOCERA at the following address: 10300 Campus Point Drive, San Diego, California, 92121-1582, USA, Attention: Technical Support.

DO NOT RETURN YOUR PRODUCTS TO THE ABOVE ADDRESS. Please call or write for the location of the Kyocera Wireless Corp. authorized service center nearest you and for procedures for obtaining warranty service.

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